

2001
Consumer Satisfaction
for
Missouri Southeastern Region
Regional Report
Community-based Services

Division of Comprehensive Psychiatric Services
Missouri Department of Mental Health



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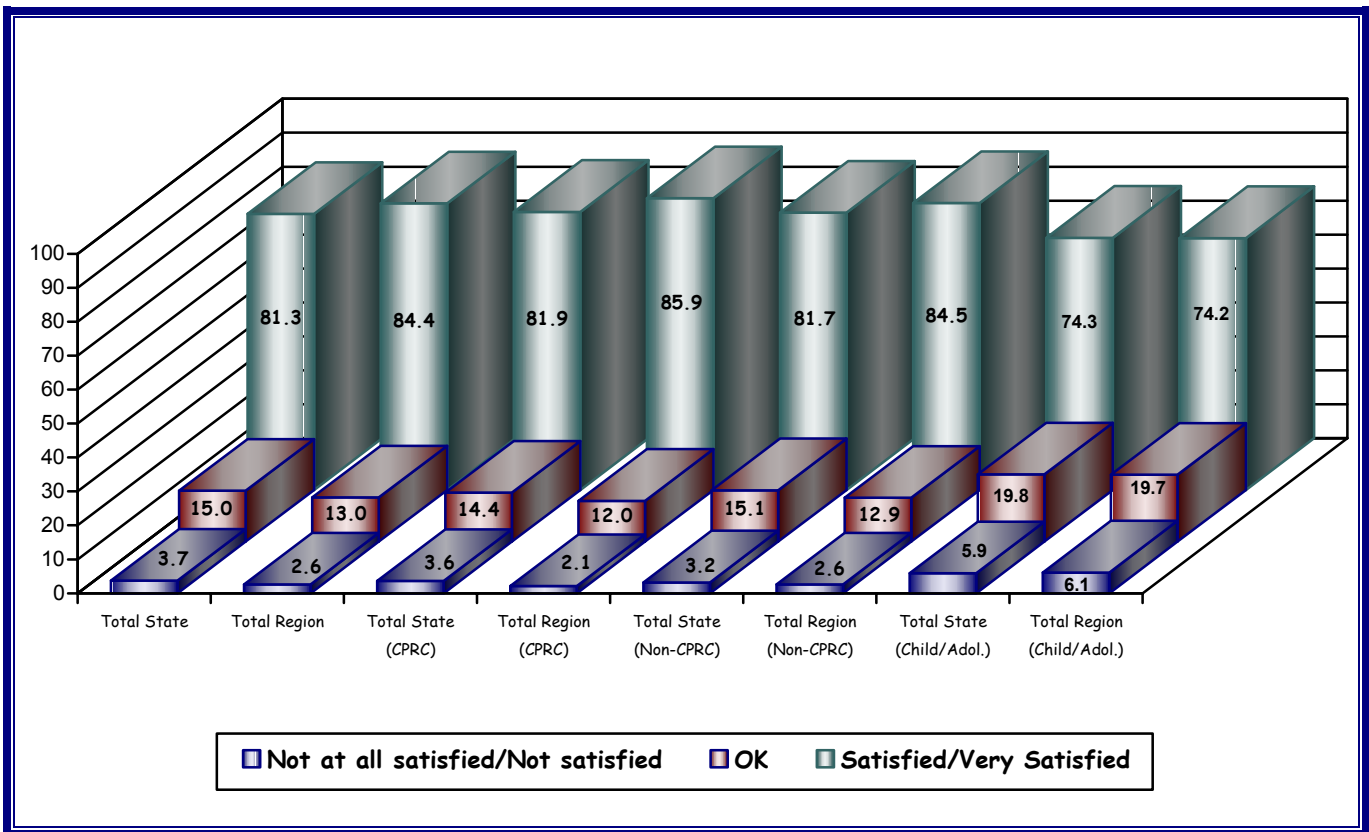
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Demographics

		Total Served		Survey Returns			
		Total State CPS Community Services	Total Region CPS Community Services	Total Community Services	CPRC Adult	Non-CPRC Adult	Child/ Adolescent
SEX	Male	46.8%	44.7%	35.5%	33.3%	33.5%	55.1%
	Female	53.2%	55.3%	64.5%	66.7%	66.5%	44.9%
RACE	White	79.7%	93.4%	88.0%	88.1%	89.8%	82.6%
	Black	17.9%	5.1%	6.9%	8.4%	4.4%	5.8%
	Hispanic	.5%	0.2%	0.7%	0.5%	1.0%	1.4%
	Native American	.4%	0.4%	1.3%	1.2%	1.5%	1.4%
	Pacific Islander	0.1%	0.1%	0%	0%	0%	0%
	Other	1.4%	0.8%	3.0%	1.9%	3.4%	8.7%
AGE	0-17	15.9%	21.6%	11.3%	0%	5.4%	97.1%
	18-49	61.2%	58.7%	63.3%	69.1%	71.6%	2.9%
	50+	22.9%	19.7%	25.5%	30.9%	23.0%	0%
Region includes: Community Health Plus/Park Hills, Ozark Medical Center, FOCUS, Positive Resource, Inc., Family Counseling Center, SEMO, Mineral Area Community Psychological Rehabilitation Center, Pathways-Rolla, Bootheel, Community Counseling Center, Gibson Recovery							

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 81.3% of the individuals served by Comprehensive Psychiatric Services were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was higher than the state average (84.4% for this region versus 81.3% for the state).
- The CPRC consumers rated the program higher than other programs (85.9% with at least a "satisfied" rating).
- The lowest satisfaction was in the Child Adolescent program, where 74.2% of those served gave a "satisfied" or "very satisfied" rating.

Satisfaction with Services

How satisfied are you . . .	Total State CPS Community Services	Total Region CPS Community Services	Total State CPRC Adult	Total Region CPRC Adult	Total State Non-CPRC Adult	Total Region Non-CPRC Adult	Total State Child/ Adolescent	Total Region Child/ Adolescent
with the staff who serve you?	4.31 (5176)	4.38 (694)	4.31 (3404)	4.37 (430)	4.38 (1393)	4.47 (196)	4.46 (427)	4.18 (68)
with how much your staff know about how to get things done?	4.23 (5125)	4.28 (693)	4.25 (3371)	4.30 (430)	4.23 (1377)	4.30 (195)	4.31 (425)	4.10 (68)
with how staff keep things about you and your life confidential?	4.34 (5082)	4.40 (687)	4.31 (3339)	4.37 (427)	4.45 (1370)	4.54 (194)	4.57 (424)	4.15 (66)
that your treatment plan has what you want in it?	4.17 (5063)	4.20 (687)	4.19 (3336)	4.22 (426)	4.14 (1352)	4.21 (195)	4.28 (412)	4.05 (66)
that your treatment plan is being followed by those who assist you?	4.22 (5061)	4.29 (686)	4.25 (3345)	4.31 (426)	4.20 (1344)	4.34 (194)	4.34 (419)	4.00 (66)
that the agency staff respect your ethnic and cultural background?	4.35 (4864)	4.41 (652)	4.34 (3194)	4.36 (398)	4.40 (1301)	4.52 (188)	4.54 (411)	4.41 (66)
with the services that you receive?	4.30 (5107)	4.38 (685)	4.31 (3357)	4.40 (425)	4.32 (1376)	4.42 (194)	4.41 (422)	4.14 (66)
that services are provided in a timely manner?	4.22 (5122)	4.30 (690)	4.24 (3372)	4.35 (430)	4.21 (1380)	4.29 (193)	4.34 (424)	4.00 (67)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

Some of the key findings were:

- The participants in the Comprehensive Psychiatric Services programs were satisfied with the services they received. All ratings were above a 4.00 ("satisfied"). The ratings of this region ranged from 4.20 to 4.41.
- The highest rated items were with confidentiality and respect of ethnic and cultural backgrounds (mean of 4.41).
- The lowest rated item was the content of the treatment plan (mean of 4.20).
- The Non-CPRC Adult participants were the most satisfied with services (mean rating of 4.42).

Satisfaction with Quality of Life

How satisfied are you . . .	Total State CPS Community Services	Total Region CPS Community Services	Total State CPRC Adult	Total Region CPRC Adult	Total State Non-CPRC Adult	Total Region Non-CPRC Adult	Total State Child/ Adolescent	Total Region Child/ Adolescent
with how you spend your day?	3.47 (5098)	3.32 (683)	3.55 (3377)	3.32 (429)	3.22 (1385)	3.18 (194)	3.46 (344)	3.77 (60)
with where you live?	3.66 (5068)	3.58 (683)	3.71 (3348)	3.58 (426)	3.48 (1382)	3.54 (196)	4.13 (341)	3.74 (61)
with the amount of choices you have in your life?	3.43 (5083)	3.31 (682)	3.52 (3362)	3.37 (425)	3.20 (1386)	3.15 (196)	3.70 (345)	3.38 (61)
with the opportunities/chances you have to make friends?	3.52 (5052)	3.39 (676)	3.61 (3349)	3.48 (421)	3.25 (1367)	3.12 (194)	3.59 (347)	3.59 (61)
with your general health care?	3.69 (5038)	3.58 (672)	3.77 (3344)	3.62 (423)	3.44 (1370)	3.29 (190)	4.05 (350)	4.20 (59)
with what you do during your free time?	3.53 (5076)	3.36 (684)	3.62 (3365)	3.40 (429)	3.25 (1378)	3.15 (195)	3.36 (342)	3.80 (60)
How safe do you feel . . .								
in your home/agency?	3.97 (4890)	3.93 (665)	3.97 (3229)	3.89 (412)	3.91 (1321)	3.92 (190)	4.41 (367)	4.27 (63)
in your neighborhood?	3.80 (4824)	3.79 (656)	3.81 (3182)	3.80 (407)	3.75 (1303)	3.75 (187)	4.01 (362)	3.87 (62)
<p>The first number represents a mean rating.</p> <p>Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied.</p> <p>Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>								

Some of the key findings were:

- The quality of life ratings were significantly below the ratings of Comprehensive Psychiatric Services and service ratings.
- The consumers in this region were most satisfied with how safe they feel in their home (mean of 3.93) and least satisfied with amount of choices they have in their lives (mean of 3.31).

CPS Comparison of Gender

A comparison was made between the male and female consumers in the satisfaction survey items. Males were more satisfied with where they live. Females were more satisfied with the staff and content of the treatment plan. (See Table I-1).

Table I-1

CPS Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.28 (236)	4.42 (441)	F(1,675)=4.368, p=.037
that your treatment plan has what you want in it?	4.08 (235)	4.26 (435)	F(1,668)=5.732, p=.017
with where you live?	3.71 (232)	3.51 (435)	F(1,665)=3.875, p=.049

CPS Comparison of Race/Ethnicity

A comparison was made among the different racial and ethnic backgrounds. Caucasians were most satisfied with the only significant item. (See Table I-2.)

Table I-2

CPS Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with how the staff respect your ethnic and cultural background?	4.44 (556)	4.19 (47)	3.50 (4)	4.22 (9)	4.33 (21)	F(4,632)=2.693, p=.030

CPS Comparison of Age Groups

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) young adults between 18 and 49 years of age; and (3) adults 50 years of age or older. The youth under the age of 18 were most satisfied with how they spend their day, where they live, their general health care, what they do in their free time, and safety in their home. The adults aged 50 years or older were most satisfied with the remaining significant items. (See Table I-3.)

Table I-3

CPS Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (b)	4.19 (75)	4.37 (421)	4.51 (171)	F(2,664)=4.588, p=.011
with how much your staff know about how to get things done? (b)	4.05 (75)	4.30 (419)	4.39 (172)	F(2,663)=4.119, p=.017
with how staff keep things about you and your life confidential? (a, b)	4.14 (73)	4.44 (418)	4.49 (169)	F(2,657)=4.760, p=.009
that your treatment plan has what you want in it? (b, c)	4.00 (73)	4.16 (418)	4.40 (171)	F(2,659)=6.272, p=.002
that your treatment plan is being followed by those who assist you? (a, b)	3.95 (73)	4.30 (417)	4.42 (169)	F(2,656)=7.871, p<.001
with the services you receive? (a, b)	4.12 (73)	4.40 (417)	4.50 (170)	F(2,657)=5.033, p=.007
that services are provided in a timely manner? (a, b)	3.95 (74)	4.32 (419)	4.47 (170)	F(2,660)=9.509, p<.001
with how you spend your day? (a)	3.73 (67)	3.21 (418)	3.40 (172)	F(2,654)=7.531, p=.001
with where you live? (c)	3.82 (68)	3.44 (421)	3.82 (170)	F(2,656)=7.463, p=.001
with the opportunities/chances you have to make friends? (c)	3.54 (68)	3.26 (417)	3.61 (166)	F(2,648)=5.829, p=.003
with your general health care? (a, b, c)	4.23 (66)	3.41 (415)	3.71 (167)	F(2,645)=16.013, p<.001
with what you do during your free time? (a, c)	3.66 (67)	3.24 (422)	3.51 (170)	F(2,656)=5.794, p=.003
with how safe you feel in your home/agency? (a)	4.25 (69)	3.84 (405)	4.03 (168)	F(2,639)=5.474, p=.004
with how safe you feel in your neighborhood?	3.91 (68)	3.72 (399)	3.95 (165)	F(2,629)=3.097, p=.046
<i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50+ Years. (c) Interaction between 18-49 Years and 50+ Years.				

CPS Comparison of Current Living Arrangements

A comparison was made of the satisfaction items based on the current living situation of the consumer. Those who identified themselves as having "Other" living arrangements were most satisfied with how they spend their day and safety in the home/agency. There was only one consumer identified as Homeless. The Homeless consumer was most satisfied with following the treatment plan, services received, and services being provided in a timely manner. Consumers who lived with their Biological Parents were most satisfied with where they live and what they do during their free time. Those who lived in a Residential Treatment Facility were most satisfied with their general health care. (See Table I-4).

Table I-4

CPS Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
that your treatment plan is being followed by those who assist you?	4.32 (520)	4.24 (59)	4.56 (18)	5.00 (1)	3.88 (51)	4.41 (22)	F(5,665)=3.055, p=.010
with the services you receive?	4.43 (523)	4.14 (58)	4.65 (20)	5.00 (1)	4.16 (49)	4.14 (22)	F(5,667)=2.795, p=.017
that services are provided in a timely manner?	4.34 (525)	4.19 (58)	4.50 (20)	5.00 (1)	3.94 (50)	4.32 (22)	F(5,670)=2.479, p=.031
with how you spend your day? (a)	3.25 (523)	3.41 (59)	3.60 (20)	1.00 (1)	3.73 (45)	3.85 (20)	F(5,662)=4.099, p=.001
with where you live? (b, c, d, e, f)	3.62 (525)	3.12 (59)	3.63 (19)	1.00 (1)	3.72 (46)	3.70 (20)	F(5,664)=2.790, p=.017
with your general health care?	3.46 (515)	3.93 (59)	4.25 (20)	1.00 (1)	4.07 (43)	3.90 (21)	F(5,653)=6.465, p<.001
with what you do during your free time? (a, b)	3.30 (527)	3.30 (57)	3.75 (20)	1.00 (1)	3.84 (44)	3.81 (21)	F(5,664)=3.748, p=.002
with how safe you feel in your home/agency? (f)	3.90 (515)	3.75 (51)	4.28 (18)	1.00 (1)	4.21 (47)	4.30 (20)	F(5,646)=3.547, p=.004
<i>Scheffe post-hoc significance at .05 or less.</i> (a) Interaction between Independent and Group Home. (b) Interaction between Independent and Homeless. (c) Interaction between Group Home and Homeless. (d) Interaction between RTF and Homeless. (e) Interaction between Homeless and Biological Parents. (f) Interaction between Homeless and Other.							

CPS Comparison Between Those Who Lived and Did Not Live in Residential Treatment Facilities

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. Consumers that had not lived in a residential treatment facility were more satisfied with all significant items. (See Table I-5).

Table I-5

CPS Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
with the staff who serve you?	4.17 (103)	4.41 (566)	F(1,667)=7.794, p=.005
that the agency staff respect you ethnic and cultural background?	4.22 (100)	4.45 (527)	F(1,625)=7.000, p=.008
with the services received?	4.19 (102)	4.42 (559)	F(1,659)=6.442, p=.011

CPS Comparison across Programs

A comparison was made across the different comprehensive psychiatric services programs. CPRC consumers were most satisfied with services being provided in a timely manner. Non-CPRC consumers were most satisfied with the staff, confidentiality, following the treatment plan and services received. The Child/Adolescent consumers were most satisfied with all remaining significant items. (See Table I-6.)

Table I-6

CPS Consumers - Comparison across Programs

How satisfied are you...	CPRC Adult	Non-CPRC Adult	Child/ Adolescent	Significance
with the staff who serve you? (c)	4.37 (430)	4.47 (196)	4.18 (68)	F(2,691)=3.335, p=.036
with how staff keep things about you and your life confidential? (c)	4.37 (427)	4.54 (194)	4.15 (66)	F(2,684)=5.720, p=.003
that your treatment plan is being followed by those who assist you? (b, c)	4.31 (426)	4.34 (194)	4.00 (66)	F(2,683)=4.060, p=.018
with the services received?	4.40 (425)	4.42 (194)	4.14 (66)	F(2,682)=3.010, p=.050
that services are provided in a timely manner? (b)	4.35 (430)	4.29 (193)	4.00 (67)	F(2,687)=4.635, p=.010
with how you spend your day? (b, c)	3.32 (429)	3.18 (194)	3.77 (60)	F(2,680)=6.882, p=.001
with the opportunities/ chances you have to make friends? (a, c)	3.48 (421)	3.12 (194)	3.59 (61)	F(2,673)=7.157, p=.001
with your general health care? (a, b, c)	3.62 (423)	3.29 (190)	4.20 (59)	F(2,669)=15.058, p<.001
with what you do during your free time? (b, c)	3.40 (429)	3.15 (195)	3.80 (60)	F(2,681)=7.584, p=.001
with how safe you feel in your home/agency? (b)	3.89 (412)	3.92 (190)	4.27 (63)	F(2,662)=3.639, p=.027
Scheffe post-hoc significance at .05 or less.				
(a) Interaction between CPRC Adults and Non-CPRC Adults.				
(b) Interaction between CPRC Adults and Child/Adolescent.				
(c) Interaction between Non-CPRC Adults and Child/Adolescents.				